

I signed up with MCI Neighborhood in October 2002. The November bill was for about \$60. However, the Dec. 10 bill amounted to \$1930.69, with a minute to Jamaica costing nearly \$4. When I signed up, there was mention of "low international rates." It was 45c a minute to Jamaica, without saying that one had to pay \$4 extra to get that rate. MCI disconnected our long distance service. In two phone conversations with MCI, it was agreed that the large bill would be re-rated to reflect the lower rate and a new bill would be issued. On January 8, I called MCI and the supervisor said that nothing had been done in terms of re-rating. On January 15, MCI called us to say that if we don't start paying the \$1900 bill, we will have our local service disconnected. Today, January 18, we received our latest MCI bill \$1930.69 with \$436.59 added, mostly for international calls made between Dec. 10-16.